

DEPARTMENT OF TRANSPORTATION SERVICES
COMMITTEE FOR ACCESSIBLE TRANSPORTATION

Minutes of the Meeting

Date, Time, Place: July 6, 2005, 10:30 a.m.

Department of Transportation Services Conference Room, 3rd Floor
650 South King Street
Honolulu, Hawaii 96813

Voting Members Present:

Lanakila: Wendy Gorka
Catholic Charities Hawaii: Tom Baty
Hawaii Disability Rights Center: Lou Erteschik
At-Large: Morris Nakamura

Ex-Officio Members Present:

Department of Transportation Services: James Burke, Scott Ishiyama,
Jackie Shen
Fixed Route and Paratransit Services Contractor: Patricia Nielsen, John Black
Disability and Communication Access Board: Kirby Shaw
Honolulu Committee on Aging (EAD): Doug Gilman
Department of Health: Lester Matsumoto for Mike Tamanaha

Voting Members Excused:

Ho'opono: Dave Eveland

Voting Members Unexcused:

Hawaii Centers for Independent Living
Adult Day Care Centers of Hawaii
Kokua Program, U.H. at Manoa
Easter Seals Hawaii: Linda Guess

Ex-Officio Members Excused:

Oahu Metropolitan Planning Organization

Guests:

Michael Thomas, ARC in Hawaii
Lela Dowd, TheHandi-Van rider
Ethelreda Kahalewai, TheHandi-Van rider
C.C. Curry, TheHandi-Van rider
Alvin Noguchi, TheHandi-Van rider

Chairperson T. Baty called the meeting to order at 10:30 a.m.

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1. Attendees introduced themselves.
2. The Minutes of the April 6, 2005, meeting were not approved due to lack of quorum.

3. Recommendations for Adding Agencies to the CAT

M. Thomas of the ARC in Hawaii introduced himself and conveyed his agency's background. J. Burke explained that a few years ago ARC had been an active CAT participant. After the previous representative left ARC, ARC stopped participating in the CAT. Due to lack of quorum, this item was set aside.

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4. Proposed No-Show/Late Cancellation Policy Changes. J. Burke stated that presently, a client must have 3 or more no-shows in 3 consecutive months before their service is suspended. Since excessive no-shows reduce service levels, DTS proposed a draft ordinance instituting a \$20 fine after the second month of no shows. The fine would be comparable to the \$23.71 average cost per person per ride, and failure to pay the fine would result in suspension of service. CAT members expressed the following concerns:

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- If a caregiver is not present to receive a passenger at a drop-off, is this considered no show?
- Why penalize TheHandi-Van users while TheHandi-Van still needs to address communication and other inefficiencies?

This issue will be set aside until completion of the consultant Paratransit Service Study in August 2006.

5. Actions taken to alleviate capacity constraints. J. Burke stated that the Paratransit Service Study will include recommendations to address concerns about limited demand service between 3 p.m. – 4 p.m. Among the options being explored are: (1) A taxi voucher program, where riders may receive vouchers that can be used for either TheHandi-Van or a taxi, and; (2) Initiation of Trip-by-Trip eligibility.

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K. Shaw stated that trip-by-trip eligibility is allowable under the ADA. P. Nielsen added that examples of trip-by-trip eligible riders are those who use TheHandi-Van for trips to dialysis treatment and riders who are affected by weather.

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J. Burke observed that since about 65% of riders are conditionally eligible, trip-by-trip eligibility may have a significant impact on capacity constraints. In the past, service agencies implemented their own constraints. For example, Easter Seals and SECOH purchased their own vans or used van pools, and Helemano Plantation trained clients to use TheBus.

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6. Riders' Concerns Sub-Committee Questions. Copies of the sub-committee's questions were distributed. DTS and OTS will provide responses to the concerns at the next CAT meeting.

J. Burke discussed Question 9, related to suspensions for excessive "no-shows" and inquiries about a rider's medication. Sometimes a rider will call to explain that a new medication caused them to forget to cancel their reservations, and to request that a no-show-related suspension be lifted. In such cases, staff might inquire about the new medication to help decide if the request sounds reasonable, or whether it should go through a formal appeal process. In response to a client's question of whether they can obtain a record of their no-shows, J. Black stated that OTS will provide a record to clients who submit their request in writing along with a self-addressed, stamped envelope.

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7. New Business

- Bus drivers calling out stops. OTS sent a notice to all TheHandi-Van drivers reminding them of their responsibility to announce stops. A copy of the notice was distributed. Riders should report instances of non-compliance to OTS for corrective action.
- Paratransit Service Study Consultant Selection. J. Burke announced that a consultant firm was picked, and thanked H. Myers for serving on the selection panel.
- Bill 40, Mass Transit Excise Tax. J. Burke stated that the City Council is reviewing the proposal, and that it appears likely to pass. DTS will monitor the Bill's progress.

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Next meeting scheduled for October 5, 2005; it was moved and seconded - meeting adjourned at 11:30 a.m.

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